



Real Soft Inc helps Healthcare Provider modernize the customer care solution

Customer Background

The customer is a non-profit healthcare provider in the State of New York.

Business Challenge

The customer wanted to automate member services and provider services. They also needed more real-time and detailed reporting at the application level, to determine caller patterns, frequent users and non-users.

Solution Offered

Real Soft developed a customized self-service application on Avaya IVR and application level reports to provide daily executive summary, real-time application summary, and transaction level details for all calls received in the IVRs. The Project included installation of Avaya Interactive Response (IR), with Avaya Faxback Module and re-designing of the existing Member Eligibility Verification application. The project helped....

- ❖ The Customer migrate to IP- and CTI-enabled environments
- ❖ Replace existing competitor IVR Platform with Avaya IR 1.3 to support more extensive and future CTI requirements
- ❖ Develop and deploy Member Eligibility Verification application using Dialog Designer 4.0.7
- ❖ Use Avaya Fax Module to fax Member Eligibility Information to Provider offices
- ❖ Customize web-based, real-time and historical application-level Reports developed, to provide executive summary, application summary, and transaction level details for all calls received into the application.

Technology used

- ❖ Tomcat 5.5 on Windows 2003 for IVR Application
- ❖ PostgreSQL 8.2 on Windows 2003 for Report Data
- ❖ Windows 2003 Task Scheduler for daily generation and distribution of Executive Summary Report
- ❖ Tomcat 5.5 on Windows 2003 for Web Report

Business Benefits

The customer benefited in the following ways:

- ❖ Reduced caller time on the IVR
- ❖ Improved caller experience

For more information about Real Soft Inc., please log on to <http://avaya.realsoftinc.com> or e-mail: marketing@realsoftinc.com

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